

City of Germantown

SPIRIT Nomination Form

Employee's Name: Gary Wheeler Dept: Police Department

Nominator's Name: Lynn Brown Date: 01/09/2013

Describe how the nominee demonstrates the core values of service excellence, producing A+ results, initiative, responsibility, innovation and teamwork. Statement should include detailed examples and can be no longer than 2 pages in length.

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I am proud to nominate Gary Wheeler for the S.P.I.R.I.T. Award for the City of Germantown. I have worked with Officer Wheeler for 16 years and have been impressed with his work ethic on many occasions. He is an individual who embodies professionalism, dedication and empathy on a regular basis. Officer Wheeler is, without a doubt, one of the finest gentlemen I've encountered during my career.

Specifically, on October 4, 2012, Officer Wheeler was informed by Court employee Ashley Hisky that a gentleman had come into their office and said he was not feeling well. Ashley notified Officer Wheeler, who immediately told her to call paramedics while he went to the aid of the gentleman. The gentlemen expressed his desire to leave the Municipal Center, but Officer Wheeler convinced him that he needed to stay until paramedics arrived to assess his condition. Following their examination, paramedics told the man that he needed to be transported to the emergency room because his vital signs indicated that he may be having a heart attack. Because of Officer Wheeler's actions, this gentleman received immediate medical attention, and his life may have been saved since he was not allowed to leave. Officer Wheeler clearly demonstrated service excellence, produced A+ results, took the initiative, was responsible, innovative and was a vital team member in this situation.

As the front desk officer, Officer Wheeler is the "front line" in providing service to citizens. On a daily basis, Officer Wheeler utilizes his almost 30 years of law enforcement experience to deal with citizens, both in person and on the telephone. Officer Wheeler is very courteous and empathetic with everyone, and he strives to provide quick and efficient resolutions to their problems. I cannot count the number of times that he has calmed an irate citizen by deescalating problems and allowing them to vent their frustrations. He always has the goal of providing quality service to everyone he encounters. I am often impressed by his desire to provide excellent customer service.

Officer Wheeler is also very results-oriented in his work. He will go above and beyond his regular duties in order to ensure that citizens are handled in the best way possible. The result is that those who deal with Officer Wheeler leave the encounter feeling that they have been treated fairly and have achieved an appropriate result.

Officer Wheeler shows a great deal of initiative in his duties. Officer Wheeler also serves as the red light enforcement officer for the department. Prior to Officer Wheeler's taking over the program, it would often take 3-4 weeks to issue tickets, and sometimes there were in excess of 1,000 new events to be viewed. Officer Wheeler issues tickets extremely quickly, the majority of which are processed the day or day after

they occur (excluding weekends, of course, when he is not on-duty). Between Monday and Friday, there are never an excessive number of new events. Officer Wheeler works as quickly as possible to get the tickets mailed, and he deals fairly and quickly with citizens who call him with questions.

Officer Wheeler volunteered to run all criminal background checks sent to the department. He is very thorough and conscientious when checking criminal records in order to ensure that the correct information is conveyed. The turnaround time for background checks went from approximately two weeks to often on the spot.

Responsible is also a word that I would use to describe Officer Wheeler. He readily accepts responsibility for any task or project, and he will ensure that it's done as efficiently as possible. Officer Wheeler fully understands what it takes to run the front desk, and he will assume responsibility for anything that comes his way.

Officer Wheeler is innovative in his approach to getting his duties completed. When red light tickets are returned due to an incorrect address, Officer Wheeler will check all available resources to find another address for the violator. He is extremely diligent in exhausting any means in order to clear the violation. Officer Wheeler comes up with new ideas for researching information. He also communicates on a daily basis with ATS, our red light vendor, to ensure that the system is working its best. Officer Wheeler has become so familiar with the system that he often diagnoses the problem on his own and simply notifies ATS as to what needs to be done to correct any problem.

Officer Wheeler is also a team player. I have worked with him for most of my years with the department and have found him to be cooperative whenever I need assistance. I also see him interact with other City employees and citizens, and he does his absolute best to come up with a workable solution to any situation. He can be counted on to help when he is needed. I can honestly say that he's the best co-worker I've ever had. I don't even want to think about what I will do when he retires next January. I have come to rely on him as a co-worker and a friend.

For all these reasons, and many more that I cannot think of right now, I gladly nominate Officer Gary Wheeler for the S.P.I.R.I.T. Award. During his almost 30 years, he has demonstrated the qualities upon which the S.P.I.R.I.T. award is based. I cannot think of a better retirement present than giving him this award, and I cannot think of anyone more deserving of it.